



**STATE OF WASHINGTON**  
**DEPARTMENT OF RETIREMENT SYSTEMS**

**REQUEST FOR PROPOSALS**

**RFP 03-707**

**FOR PURCHASED SERVICES TO SUPPORT IMPLEMENTATION OF  
LEGISLATIVELY MANDATED SYSTEM ENHANCEMENTS**

**Released 5/15/2003**

**I. PROJECT STATEMENT:**

DRS administers seven public pension systems for employees in the State of Washington in addition to the state's Deferred Compensation Program (DCP). DRS has implemented a number of mainframe-resident application systems in order to automate the administration of these public pension and deferred compensation systems.

Several bills have been passed and/or are in final review by the current legislature that will require modifications and/or enhancements to DRS' application systems.

**II. OBJECTIVES:**

The objective of this effort is to comply with legislative mandates that call for DRS to provide new and expanded services for public employees covered by the public pension and deferred compensation systems. This will require timely and accurate modification/enhancement of current application systems.

**III. PROJECT MANAGEMENT:**

A DRS project manager reporting to the DRS Strategic Initiatives Team (SIT) Manager or the Information Services Division Assistant Director (ISD AD) will manage the contract(s) for DRS and will be responsible for the assignment of tasks, definition of deliverables and acceptance of completed work products. The DRS SIT Manager or ISD AD will monitor progress and approve billings submitted by the contractor.

**IV. DEFINITIONS:**

<b>AGENCY</b>	Washington State Department of Retirement Systems
<b>CANDIDATE</b>	The individual whose services are being proposed
<b>CONTRACTOR</b>	The individual whose services have been contracted
<b>DCP</b>	The Deferred Compensation Program administered by DRS
<b>DIRECTOR</b>	The AGENCY employee authorized by RCW 41.50.020 who serves as the executive and administrative head of DRS
<b>DRS</b>	Washington State Department of Retirement Systems
<b>ISD AD</b>	The AGENCY employee designated by the DIRECTOR to manage the Information Services Division.
<b>PROJECT MANAGER</b>	The AGENCY employee designated as the project lead by the SIT MANAGER
<b>PROPOSAL</b>	Documentation supplied by the VENDOR in response to this RFP

<b>RFP</b>	This Request for Proposals, any addendum or erratum thereto, Vendors' written questions and the respective answers, and any related correspondence that is: (1) addressed to all Vendors; and (2) signed by the Director, Deputy Director, their designee, or the RFP Coordinator.
<b>RFP COORDINATOR</b>	The AGENCY employee designated as the only contact point between the AGENCY and the VENDORS for this RFP.
<b>SIT MANAGER</b>	The AGENCY employee designated by the DIRECTOR to manage DRS' Strategic Initiatives Team
<b>VENDOR</b>	The entity submitting candidates for consideration

**V. STATEMENT OF WORK:**

The Contractor will be expected to provide analysis/programming or documentation support to the project for implementation of new and/or modified system and procedural changes. The Contractor will supplement DRS staff in order to complete necessary work within allotted timeframes.

The Contractor will work as a programmer/analyst or documentation specialist on the project team to complete assigned work, subject to the approval of the SIT Manager or ISD AD. The Contractor will be expected to provide the services described in this document to support the automated system and related procedural changes required in implementing legislatively mandated changes and/or DRS defined enhancements to existing systems.

**A. Tasks and Deliverables**

The DRS project manager will define actual deliverables as work progresses.

A programmer/analyst's tasks will include, but are not limited to:

- **Participation in the requirements definition process** – The Contractor shall work with DRS staff to define requirements and levels of service needed by the business areas and develop conceptual design alternative models that meet defined needs and allow DRS technical staff and client representatives to select an appropriate technical approach.
- **Participation in the development of system/program designs** – The contractor shall work with DRS staff to define the detail design aspects of the application system (modifications and/or new development) and business procedures so business requirements and project objectives are met.
- **Creation and/or modification of on-line and batch program modules** – The contractor shall develop and/or modify the application system modules

and test the modules and control mechanisms as defined in the system/program design specifications and DRS standards.

- **Participation in user acceptance testing** – The Contractor shall participate in establishing a system test environment for the clients to perform system verification and be available for consultation and to react to problems or issues as they are identified.
- **Participation in ongoing technical design and programming reviews** – The Contractor shall, as part of the technical team, present their own work products and evaluate the work products of others (design specifications, program module code, etc.) to assure conformance to industry standards and established DRS standards and assure their fit into the objectives of the project.
- **Participation in the installation and stabilization of new and modified system components** – The Contractor shall work with DRS staff to install new and/or modified application systems into the production environment assuring that either the old systems were successfully replaced or interfaces to existing processes function as anticipated. The contractor will also be responsible for reacting to and resolving problems as they arise.
- **Documentation** – The Contractor will be expected to document all work products according to DRS standards.

A documentation specialist's tasks will include, but are not limited to:

- **Preparation of user documentation** – The Contractor will be expected to produce user documentation including training materials, formal user procedures and reference materials
- **Preparation of online HELP text** – The Contractor may be required to produce, verify, and implement online HELP text
- **Preparation of technical documentation** – The contractor may be required to interact with programmer/analysts in order to define, develop and publish technical system documentation according to DRS standards.

## **B. Knowledge, Skills & Abilities**

The following list is indicative of the skills DRS is looking for in a programmer/analyst. It contains (M)andatory and (D)esirable skills. Candidates will be ranked on their level of expertise in each of these areas.

- (M) ADABAS/Natural
- (M) COBOL
- (M) IBM Z/OS JCL
- (M) TSO/ISPF

- (D) Washington State Dept. of Information Services (DIS) computing environment, to include hardware, software, utilities, policies and procedures.
- (D) DRS computing environment, policies, procedures & standards
- (D) Systems analysis, design, testing & implementation
- (D) Endeavor
- (D) CA/7
- (D) N20
- (D) Dial 280
- (D) VSAM
- (D) Middleware, specifically MQ Series
- (D) System & user documentation to include training materials
- (D) User training & technical knowledge transfer

The following list is indicative of the skills DRS is looking for in a documentation specialist. It contains (M)andatory and (D)esirable skills. Candidates will be ranked on their level of expertise in each of these areas.

- (M) Preparation of User documentation, including training materials
- (D) Preparation of online HELP text
- (D) Conducting User training
- (D) Preparation of technical computer system documentation
- (D) DRS environment, policies, procedures & standards

### **C. Working Environment/Relationship**

The Contractor is responsible for selecting the most effective means and methods for accomplishing the services required.

The Contractor understands and agrees that he/she will be an independent contractor and not an employee of DRS. The Contractor will not hold nor claim to be an officer or employee of DRS or of the State of Washington.

The Contractor understands and warrants no employees of DRS will be supervised by, or report to, the Contractor. The Contractor will be available as a resource to DRS employees when required and will have access to DRS staff for technical expertise and current system knowledge.

The Contractor may, at his or her discretion, perform required work offsite using his or her own equipment, or onsite using DRS facilities. The Contractor is required to be present at, and use, DRS facilities to the extent that the fulfillment of the contract requires the Contractor to interact with DRS employees.

The Contractor will be responsible for the costs of obtaining or possessing any training necessary to complete the contract. The Contractor will be responsible for his or her own work schedule. From time to time, DRS may require the Contractor's attendance at specified meetings or conferences. The Contractor will be available for these meetings.

The Contractor understands that DRS will not provide employee benefits or any reimbursement for travel or any other Contractor expenses. The Contractor will be engaged for the term of the contract only. No continuing working relationship is contemplated outside the terms of the contract.

The Contractor may, during the period of performance of the contract, provide services to other clients if the services to other clients: (1) Do not create a conflict of interest for DRS; or (2) Do not interfere with the completion of assigned work in a timely manner.

The Contractor will comply fully with all DRS regulations and policies establishing a discrimination free, weapon free, drug free, alcohol free and smoke free workplace, as well as all policies and regulations governing the use of state equipment and facilities, including the Internet.

While on DRS' premises, the Contractor will be expected to conform in all respects with physical, fire or other security regulations.

Any property of DRS furnished to the Contractor is to be used only for performance under the Contract. DRS will provide reasonable access to the premises, adequate utilities and equipment.

For all Vendor supplied software furnished to DRS within the scope of the contract, the Vendor agrees that, in the event it withdraws its support, if any, from such software, it will immediately furnish to DRS, if requested, and at no additional cost, sufficient documentation to permit DRS to maintain, modify or enhance such software.

## **VI. PROPOSAL CONTENT:**

Proposals must include the following (in this order):

1. A statement of acceptance of all requirements specified in this RFP,
2. A statement that material facts specified at the time of your inclusion on DRS' Pre-qualified Vendor list have not changed,
3. Names of proposed candidates, whether they are being proposed as a programmer/analyst or a documentation specialist, and their availability for work and an interview,
4. A description of the working relationship between your company and the proposed candidate (principal, employee, sub-contractor, etc. and number of years in that relationship)
5. A resume for each proposed candidate detailing their experience in the areas of importance to DRS and including at least three professional references.
6. The level at which the proposed candidate is being proposed (Journey, Senior or Expert) and their hourly billing rate.

## **VII. PROPOSAL SUBMISSION:**

One original and two printed copies of the entire proposal and a copy of the proposal on a floppy disk, Zip disk or CD, must be delivered to the DRS RFP Coordinator at the address below. Proposals must be received by 4:30 p.m., PDT, May 30, 2003. It is the vendor's responsibility to ensure physical delivery of the proposals at the time and place specified. Faxes and e-mails will not be accepted.

Late submittals will not be accepted. Any costs in the preparation of the response to this solicitation are solely the responsibility of the vendor. Only the vendors that responded with offers will be notified of DRS' decision.

Mailing Address: Jim Gunn, DRS RFP Coordinator  
P.O. Box 48380  
Olympia, WA 98504-8380

Street Address: 835 Capitol Boulevard  
Tumwater, WA 98501

Fax Number: (360) 753-5397  
Phone Number: (360) 664-7264  
E-mail: [jimg@drs.wa.gov](mailto:jimg@drs.wa.gov)

## **VIII. PROPOSAL EVALUATION:**

An initial review will determine those proposals that are complete and considered responsive to the details of the RFP. DRS staff will then evaluate all responsive proposals. As part of that evaluation, DRS reserves the right to seek clarification of proposal content in order to fairly evaluate all proposals on common grounds.

Based on the results of the evaluations, DRS will determine which candidates will be selected for reference checks and interviews if deemed necessary.

DRS also reserves the right to contact references other than those supplied, and use that information in evaluating the candidates.

The result will be a list of candidates and their scores on the items of interest to DRS. Vendors will be notified of the scores awarded to their candidate(s).

## **IX. PROPOSED SCHEDULE**

Work is expected to begin July 1, 2003 and continue through June 30, 2004 unless completed prior to that date or extended by mutual written consent of both parties. Schedules for individual work efforts will be determined at the time they are included in the overall project schedule.

RFP Released .....	5/15/2003
Letter of intent to respond due .....	5/21/2003
Responses due .....	(4:30 p.m., PDT)..... 5/30/2003
Evaluations complete .....	6/6/2003
Interviews & reference checks completed .....	6/13/2003
Notification of candidate rankings.....	6/16/2003
Contract negotiations and signing.....	6/30/2003

In the selection process, DRS reserves the right to interview selected candidates at the Tumwater DRS office. If candidate interviews are necessary, they will be scheduled for June 9<sup>th</sup> thru 13<sup>th</sup>, 2003. Failure to make oneself available for an interview may result in removal from further consideration.

This schedule is subject to change.

DRS reserves the right, at its sole discretion, to waive minor administrative irregularities contained in this proposal.

**X. COSTS:**

The budget for this project will be established at the time of project initiation and will be within legislatively authorized limitations.

**XI. BILLINGS:**

Invoices are to include company name, name e-mail address and telephone number of the customer service representative responsible for dealings with DRS, invoice number, Federal Identification Number, Washington State Employer Identification Number (EIN), Contract Number, billing time period, individuals employed on the project with their rates and the hours worked, and an invoice total. The Contractor is to provide a detailed breakdown of charged time, reported in tenths of hours.

The Project manager will review billings and forward them on to the SIT Manager or ISD AD. If, in their opinion, the hours reported do not coincide with the work products produced during the work period, payment may be withheld pending further review of the work products by the Contractor.

Invoices should be sent to:

Department of Retirement Systems  
P.O. Box 48380  
Olympia, WA 98504-8380  
ATTN: Strategic Initiatives Team Manager



**XII. COMMUNICATION:**

All vendor communications in regard to this RFP must be with the RFP Coordinator. Any contact with other staff members regarding this RFP will be grounds for removal of the vendor's proposal from further consideration.

Vendors may submit questions to the RFP Coordinator via e-mail. Vendor questions and DRS answers will be made available to all vendors who have expressed an interest in submitting a proposal

**XIII. OBLIGATION TO CONTRACT:**

This RFP does not obligate the State of Washington or DRS to contract for services specified herein.

The Director of DRS or his delegate is the only individual who may legally commit DRS to the expenditure of funds for a contract resulting from this RFP. The awarding of a contract will be contingent upon the availability of funds.

DRS reserves the right to reject any or all proposals at any time prior to the execution of a contract without any penalty to DRS.

No cost chargeable to a proposed contract may be incurred before receipt of a fully executed contract.

**XIV. PUBLIC DISCLOSURE:**

Proposals received are subject to public disclosure. The vendor shall clearly identify proprietary information by marking "confidential" on specific information. In the event DRS receives a public disclosure request for proprietary information, DRS will notify the vendor and the date such records will be released unless the vendor obtains a court order from a court of competent jurisdiction enjoining such disclosure.

**XV. CONTRACT AWARD:**

DRS intends to establish a list of candidates and award the contract(s) to the candidate(s) with the best combination of attributes for the work to be performed. Should DRS be unable to enter into a contract for the services of a candidate from the list, DRS will pursue a contract for the services of the next most qualified candidate or terminate the process and issue another RFP.

**XVI. PROTEST PROCEDURE:**

Vendors will have 24 hours in which to protest once notified of their candidate's scores. This protest procedure constitutes the sole administrative remedy available to vendors under this procurement.

Only protests stipulating an issue of fact concerning the following subjects shall be considered:

- A matter of bias, discrimination or conflict of interest on the part of the evaluator(s),
- Non-compliance with procedures described in the procurement document or DRS policy.

Protests are to be submitted to the RFP Coordinator via e-mail.

Upon receipt of a protest, DRS will review the protest and contact the protesting vendor. All available facts will be considered and the DRS Director, or his delegate, will issue a decision within two business days of receipt of the protest. If additional time is required, the protesting party will be notified of the delay.

If DRS determines that the protest is without merit, DRS will notify the vendor and resume the contracting process as though no protest had been filed. If the protest is determined to have merit, DRS will take one of the following remedies:

- Correct errors and re-evaluate all proposals, and/or
- Reissue the solicitation and begin a new process, or
- Make other findings and determine other courses of action as appropriate.